

## FREQUENTLY ASKED QUESTIONS

*If the answer to your question isn't covered here, please do not hesitate to ask at reception, send us an email ([info@westwight.org.uk](mailto:info@westwight.org.uk)) or phone ( 01983 752168 )*

### **Are there memberships for children?**

Yes – we have DIAMOND and DIAMOND PLUS memberships for those aged under 20. We have special STUDENT memberships, available on production of your NUS card

### **Is there a family membership?**

No – we have looked at this and decided that it is not viable to introduce a family membership

### **How do I book an induction in the gym?**

Please speak to a member of staff who will be pleased to book you an induction

### **How long should I allow for a gym induction?**

There are two phases of a gym induction. You should allow up to an hour for each.

Book Phase 1 and then discuss with a member of staff when you will need to book your Phase 2 induction. As soon as you 've done your Phase 1 you can start using the gym, but Phase 2 gives you greater depth of understanding in use of the rig and weights. You are strongly advised to do both a Phase 1 and 2 induction.

### **Can I pay by direct debit for a 6 month or 12 month membership?**

Yes. We have listened to our members who have requested this option and you can now pay for 6 and 12 month memberships by direct debit. 6 month memberships can be paid by direct debit every 6 months. 12 month memberships can be paid by direct debit every 12 months.

### **Can I buy a membership online?**

Not at the moment. We have suspended this option until later in the year. We are currently going through a re-build of our membership, bookings and till software and will be adding an online booking module which will give you the option to book your classes on line. We hope this will reduce queue times at reception at busy times and allow you to plan your weeks fitness programme at your convenience.

### **What is included in a 2 week or 4 week membership?**

Two week and four week memberships offer everything the other memberships include except free car parking. This is because there is not enough time for us to administer this with Isle of Wight Council who manage the car park

### **Who can you claim Gift Aid from?**

As a registered charity we can claim gift aid on any donation you make to us as long as you are a UK tax payer. We can't claim gift aid on memberships, but we can if you make a donation to us. We rely on donations, grants and fund raising events to ensure our sustainability. If you'd like to make a donation over and above your membership fee, please ask us.

### **What is the 'Our Place' membership?**

We want to ensure that there is an affordable option for people to be able to use the gym on a regular basis. In line with the ethos of 'Our Place', our community cafe which meets every Tuesday morning, we have introduced the 'Our Place' gym membership. It is available to anyone for a monthly fee of £15. Attendance is limited to 1 – 3 pm Monday to Friday. In time we will be exploring the possibility of introducing additional 'Our Place' memberships. An 'Our Place' membership includes free car parking but only between 1 and 3 pm Monday to Friday when the membership is valid.

### **If I pay by direct debit is my car park permit renewed automatically?**

No. It remains your responsibility to renew your car park permit annually. You will not receive a reminder. We suggest you make a diary note or retain your permit letter in your car as a reminder

### **Can I choose which day my DD comes out of my bank?**

No. We're very sorry but our direct debit run is on the 5th of every month. Notices to commence, alter or stop direct debit payments must be received before the 21<sup>st</sup> of the previous month in order for us to have time to administer the payment. You will be asked to make a cash or card first payment to cover you from the day you wish to join and the date of your first direct debit.